

We would like to extend a great big *Thank You* to all attendees, hosts, volunteers, and donors!

**Montana Department of Labor & Industry**

**Montana State Employers' Committee**

Karen Dellwo, Chair  
Cal Boyle, Acting Vice Chair  
Betty Stone, Treasurer  
Anna Kazmierowski, Area 2 Rep  
Patty Nordlund, Area 4 Rep

**South Central Montana Job Service Employers' Council**

Billings Job Service Employers' Council  
Lewistown Job Service Employers' Council  
Livingston Job Service Employers' Council

**Conference Planning Committee**

Zanya Betley, Livingston JSEC Coordinator  
Heather Brenden, St. Vincent Healthcare  
Frank Fleming, Billings Job Service Manager  
Tom Frisby, Region 4 Director, Job Service Operations Bureau  
Joyce Heiser, Livingston Job Service Manager  
Roy Jones, Lewistown Job Service Manager  
Zach Medina, Livingston JSEC Co-Coordinator  
Sharon Michael, Billings JSEC Coordinator  
Shawn Mohn, Lewistown JSEC Coordinator  
Patty Nordlund, Big Sky Economic Development Authority  
Kathy Jo Opprud, Payne Financial Group, Inc.  
Jo Pintz-Cole, Billings JSEC Co-Coordinator  
Lynn Dee Schmidt, Yellowstone County  
Vonda Sorenson, NAPA Genuine Parts Co.  
Judy Towler, Billings Job Service Supervisor  
Chris Wilhelm, Department of Labor & Industry

**Conference Volunteers**

Zanya Betley	Marcy Buster	Gary Dusbabek
Frank Fleming	Tom Frisby	Gail Habener
Joyce Heiser	Roy Jones	Zach Medina
Sharon Michael	Shawn Mohn	KathyJo Opprud
Jo Pintz-Cole	John Rife	Kathy Steil
	Judy Towler	

We would like to extend a special thank you to all of the staff at the Billings, Lewistown, and Livingston Job Service Workforce Centers for their assistance, patience, and support!

**MONTANA DEPARTMENT OF LABOR & INDUSTRY  
INNOVATION IN BUSINESS  
CONFERENCE**



**MAY 18-19  
2010**

*The 4th annual event for Montana's  
private sector businesses, and  
professionals representing  
workforce development, education,  
and economic development.*

**CROWNE PLAZA ~ BILLINGS, MT**





Governor Brian Schweitzer  
Keith Kelly, Commissioner

## Montana

### Department of Labor and Industry

#### Commissioner's Office

May 18, 2010

As Commissioner for Montana Department of Labor and Industry, I would like to welcome you to the fourth annual Montana Innovation in Business Conference. Our agenda was planned with our business partners in mind. We hope these efforts will provide you valuable information, as a business owner or leader in your organization.

Our keynote speaker, Richard Pimentel, nationally renowned expert on Disability Management, will present *Disability Matters...New Developments in ADAAA and Issues Regarding Returning Veterans*. In his presentation, Richard will share a first-hand look at the history of the Americans with Disabilities Act, and how and why it was re-written into the ADA Amendment Act. As an additional treat, Richard will be presenting *Windmills*, an interactive exercise guiding participants to consider how their attitudes and reactions toward disabilities affects employment and the supervision decision process.

Additional presentations will be given by Montana State Fund and Workers Compensation. Dr. Ben Bissell and Russ Cherry will present on *Managing Change in Uncertain Times*. John Klamann and Patty Nordlund will discuss *Small Business Incentives and SBA Services*.

Jason Ritchie will present on Human Resource Law. Tina Whiting will present the *Business Benefits of Hiring Veterans*. Ann Clancy, PhD will offer a 3-hour strategic-planning session entitled *5 Key Actions to Bring out the Best in Your Business*. An employer panel will discuss *Maintaining a Business Edge*.

Dan McArthur, an Organizational Psychologist who works with a variety of organizations, will present *The 71% Advantage* which leverages the analogy that when geese fly in a 'V' formation they are able to fly 71% further. Dan's presentation *Core Values Index* is an interactive exercise to help you understand the contributions you prefer to make and the strategies you prefer to use.

Both days offer networking breakfasts and Tuesday offers a networking luncheon. Thank you for attending the 2010 Montana Innovation in Business Conference. I hope you will enjoy the next two days of learning, networking, and information sharing.

Sincerely,

Handwritten signature of Keith Kelly.

Commissioner

## GENERAL CONFERENCE INFORMATION

### Co-Hosts

This year's **Montana Innovation in Business Conference** is co-hosted by the Montana Department of Labor & Industry and the South Central Montana Job Service Employers' Council (JSEC). The South Central Montana JSEC is comprised of representatives from Billings, Lewistown, and Livingston.

### FACILITY

The Conference is at the Crowne Plaza Hotel located at 27 N. 27th, Billings, MT 59101. The phone number is 406-252-7400. The fax is 406-252-2401.

### REGISTRATION TABLE

The registration table is located on the 3rd floor, in the pre-function area, just outside the meeting rooms, of the Crowne Plaza. A registration table will also be available at the Early Bird Registration and Networking function, held at the Yellowstone Art Museum. Staff will be available at the registration table to assist you during registration and conference hours.

### NAME BADGES

Please wear your conference name badges at all times. Badges are required for entrance to all conference sessions.

### PARKING

Take parking tickets from the parking garage attached by the sky bridge to the front desk for validation.

### NETWORKING EVENTS

- **Early Bird Registration & Networking**—Monday, May 17, 5:00 p.m.—7:00 p.m.  
Located at the Yellowstone Art Museum, 401 N. 27th  
For registered attendees and their paid guests.  
Heavy hors d' oeuvres and a no-host bar.
- **Networking Breakfasts**—Tuesday through Wednesday, May 18-19, 7:00 a.m.—8:00 a.m.  
Crowne Plaza Hotel, Grand Ballroom A.  
Tuesday and Wednesday offer full breakfast buffets.  
Complementary with your paid registration.
- **Vendor Luncheon**—Tuesday, May 18, 12:00 p.m.—1:30 p.m.  
Crowne Plaza Hotel, Grand Ballroom A.  
Complementary with all paid 'Full Conference' and 'Tuesday' registrations.
- **Award Ceremony**—Tuesday, May 18, 5:30 p.m.—8:00 p.m.  
Crowne Plaza Hotel, Grand Ballroom A.  
No-host bar for cocktail hour, followed by an awards presentation, entertainment, and dinner.  
Conference attendees and their paid guests are welcome.  
*Admission will be by event ticket only.*

### CONCURRENT SESSION CHOICES

Each session is filled on a first-come, first-served basis. There should be ample seating, but if a room is filled, please refer to your conference program and attend another session.

**REFRESHMENT BREAKS**

All refreshment breaks will be served in the 3rd floor Foyer outside of the meeting rooms. Vendors are available in this area for your networking convenience.

**RESTROOMS**

Restrooms are available off the 2nd and 3rd floor Foyers and on the 1st floor across from the front desk.

**FUND RAISERS**

Raffle and Silent Auction prizes will be announced at the Wrap-Up on Wednesday, May 19th. You need not be present to win!

- **Raffle**—Raffle brochures and descriptions will be available for viewing during conference hours (from 7:00 a.m.—5:00 p.m.) at the MSEC/JSEC Vendor Booth (booth number 10). Tickets are available throughout the conference. Cost is 1 for \$5 or 5 for \$20. Closes Wednesday, May 19<sup>th</sup> at 3:00 p.m. Proceeds shared by MSEC and South Central Montana JSEC.
- **Silent Auction**—Items will be available for viewing during conference hours (from 7:00 a.m.—5:00 p.m.) around the perimeter of Grand Ballroom A. Closes Wednesday, May 19<sup>th</sup> at 3:00 p.m. Items available for immediate pickup. Proceeds go to the MSEC.
- **50/50 Drawing**—Tickets are available 3 for \$1 or an arms length for \$5. Proceeds shared by the winner and the South Central Montana JSEC.

The purpose of these fund raisers is to help fund MSEC and JSEC activities such as: youth scholarships, training opportunities, job fairs, peer recognition, and to sponsor Jobs for Montana's Graduates (JMG) youth participants attendance at their annual National Leadership Conference in Washington DC. Please show your support for these worthy causes!

**EMERGENCY ASSISTANCE**

If you need assistance, please advise any conference staff member, identified by their badges, or dial 9-1-1. You will be routed to the hotel operator who will connect you to dispatch.

**CELL PHONES**

As a courtesy to others, please either turn off your cell phone or set it to silent mode during meals and sessions. Thank you!

**EVALUATION**

Help us plan next year's conference! Please take a few moments to complete evaluations after each presentation and at the end of the conference. Each evaluation gives us ideas for next year.

**DOOR PRIZES**

Door prize drawings will be held immediately following each break in each meeting room!

## Monday, May 17, 2010

**12:00 p.m.—3:30 p.m.** **3rd Floor Foyer**  
**Conference Registration**

**1:00 pm.—2:15 p.m.** **Grand Ballroom B**  
**MSEC / Statewide JSEC Business Meeting**

**2:15 pm.—2:30 p.m.** **3rd Floor Foyer**  
**Break**

**2:30 pm.—4:00 p.m.** **Grand Ballroom B**  
**MSEC / Statewide JSEC Business Meeting (continued)**

**5:00 p.m.—9:30 p.m.** **Yellowstone Art Museum**  
**Early Bird Registration & Networking Event**

*Enjoy an evening at the beautiful Yellowstone Art Museum (YAM). Within easy walking distance of the Crowne Plaza, the YAM is Montana's premier art museum, presenting Montana's most forward-looking artists. Check out the many permanent and featured collections. Hors d' oeuvres and a no-host bar are available.*

*7:30 p.m. The Music Within: The inspiring story of Richard Pimentel, our keynote speaker. This movie is rated "R" for language including sexual references, and some drug content.*

*Please Note: Registered conference attendees and their paid guests only.*

## Tuesday, May 18, 2010

**7:00 a.m.—9:00 a.m.** **3rd Floor Foyer**  
**Conference Registration**

**7:00 a.m.—8:00 a.m.** **Grand Ballroom A**  
**Networking (Breakfast Buffet Provided)**

A complementary breakfast buffet is provided with your registration.

**Menu:** Seasonal Fresh Fruit Display; Scrambled Eggs with Chorizo Sausage; Diced Onions, Tomatoes, and Cheddar Cheese; Breakfast Potatoes O'Brien; Warm Tortillas with Salsa Fresca and Sour Cream; Chilled Apple, Cranberry, and Orange Juice; Milk; Starbucks Coffee and Tazo Tea.

**8:00 a.m.—8:45 a.m.** **Grand Ballroom B/C**  
**Emcee:** Tom Frisby

**Presentation of the Colors**  
 Boy Scouts of America



**Pledge of Allegiance**

## BUSINESSES WHO CONTRIBUTED

The following businesses made generous contributions, helping to make this year's conference a success!

### Platinum Level

Federation of Fly Fishers  
 NAPA Genuine Parts Co.

Mt Dept. of Labor & Industry  
 St. Vincent Healthcare

### Gold Level

Big Sky EDA  
 Holland & Hart, LLC  
 Payne Financial Group

Billings Chamber of Commerce  
 Livingston Chamber of Commerce  
 Yellowstone County

### Silver Level

Big Bear Electric LLC  
 City Brew  
 Tom Frisby  
 Lewistown JSEC  
 State Farm Agent Ron Sanchez  
 Wickens Lodge

Calvert Hotel  
 Downtown Billings Association  
 Hole-In-the-Wall Adventures  
 Small Business Administration  
 TicketPrinting.com  
 Yogo Inn

### Bronze Level

Chico Hot Springs Resort & Day Spa  
 Doc's OK Corral  
 Hilger Meats  
 Milan Studio

First Interstate Bank  
 Dr. Tripp, D.D.S.  
 Judith Shadows Golf Course  
 Pine Meadows Golf Course  
 Yellowstone Art Museum



## SPEAKERS



**Tom Spika, found, president, and general manager, Spika Welding & Mfg**—Tom Spika was born, raised, and has lived his life in Central Montana. Majoring in Metals Technology at NMC Havre, Tom graduated in 1981 and returned to operate the family farm. From 1991 through 1999, he worked for HCR Incorporated of Lewistown, where he performed both production and supervisory roles within a production/manufacturing environment.

Tom and his wife Carol founded the Montana Aviary Company in the late 90's, manufacturing furniture-quality aviaries for small cage birds, designed for homes, offices, and care facilities. In 2001, they opened Spika Welding & Mfg in a shop located on their farm 25 miles west of Lewistown, offering design and manufacturing of specialized industrial equipment. In March of 2008, they moved into their new 15,000 sq foot facility on the west edge of Lewistown, where they now employ 24 full-time and several part-time workers.

Spika focuses on aviation ground support equipment for the military, primarily aluminum work stands and fall-protection platforms, with over \$3M in annual sales. Their products are shipped to military aviation facilities throughout the US as well as in theater, and support numerous types of fixed and rotary wing aircraft for the Army, Navy, Air Force, Coast Guard, National Guard, Army Reserve, and Department of Homeland Security. In addition to managing Spika, Tom continues as lead designer of new models and equipment that address the ever changing needs of the customer.

**Tina Whiting, Veterans Intensive Services Coordinator, Dept. of Labor & Industry**—In her role as Veterans Intensive Services Coordinator, Tina is the liaison between the Veterans Administration Vocational Rehabilitation and Employment Division and the Montana Department of Labor and Industry's Workforce Services Division. She ensures veterans with disabilities are linked from training to employment. Tina serviced in the United States Marine Corps from 10/13/1992 through – 07/12/1999.

## VENDORS

Vendors are located on the 3rd floor vendor area.

Vendor	Table #
University of Mary	1
Avitus Group	2
St. Vincent Occupational Health	3
Billings Chamber of Commerce	4
WorkSafeMT	5
Worksite Health Promotion Coalition	6
Research & Analysis Bureau	7
Billings Job Service Workforce Center	8
Registered Apprenticeship & Training Bureau	9
Montana State Employers' Council (MSEC) / Job Service Employers Committee (JSEC)	10
Personnel Plus	11
Healthy Montana Kids	12
Living Independently For Today and Tomorrow (LIFTT)	13
Sage	14
Employer Support of the Guard & Reserve (ESGR)	15
Bookkeeping Services Online	16
Russ Cherry / Dr. Bissell	17
MSU-Billings College of Technology	18

## Tuesday, May 19, 2009, continued

### Welcome and Opening Comments

Keith Kelly, Commissioner, MT Dept. of Labor & Industry

Bill Kennedy, Billings Board of County Commissioners

**8:45 a.m.—9:00 a.m.**

**3rd Floor Foyer**

**Break**

**9:00 a.m.—10:30 a.m.**

**Ballroom B/C**

### Keynote: "Disability Matters... New Developments in ADAAA and Issues Regarding Returning Veterans"

Richard Pimentel, PhD, Milt Wright & Associates, Inc.

*The history of the Americans with Disabilities Act and how and why it was re-written into the ADA Amendment Act. There will be a review of the important differences between the two laws and any new EEOC guidance and recommendations. What local employers can do to help veterans and disabled veterans be successful in employment. Work accommodates for common combat injuries such as post-traumatic stress disorder and traumatic brain injuries.*

**10:30 a.m.—10:45 a.m.**

**3rd Floor Foyer**

**Break**—This break sponsored by Big Sky EDA, Board of County Commissioners, and Payne Financial Group.

**Menu:** Yogurt, Granola, Donut Holes, Chilled Juice, Starbucks Coffee, and Tazo Tea.

**10:45 a.m.—12:00 p.m.**

**Ballroom B/C**

**Keynote Continued**

**12:00 p.m.—1:30 p.m.**

**Ballroom A**

**Vendor Luncheon**

**Menu:** Cilantro/lime Chicken; Caesar Salad; Walnut Spinach Salad; Rolls; Milk; Starbucks Coffee; Tazo Tea; Iced Tea.

*Vendor Presentations at 12:30 p.m.!*

**1:30 p.m.—2:30 p.m.**

**Ballroom B/C**

**Workshop: "Windmills"**

Richard Pimentel, PhD, Milt Wright & Associates, Inc.

*This interactive exercise will guide participants to consider how their attitudes and reactions toward disabilities affect the employment and supervision decision process. This session will explore why people react to disabilities and how that reaction can influence the employment environment.*

## Tuesday, May 18, 2010, continued

2:30 p.m.—2:45 p.m.

3rd Floor Foyer

**Break**—This break sponsored by St. Vincent Health Care

**Menu:** Cookies, Kettle Chips, Veggies with Dip, Milk, Starbucks Coffee, Tazo Tea, and Pop.

2:45 p.m.—4:30 p.m.

See Below

**Concurrent Sessions**

### “Employment Law Update 2010”

Grand Ballroom B

Jason Ritchie, Holland and Hart LLP

*This presentation will cover new employment laws and hot button employment law issues for 2010.*

### “Managing Change in Uncertain Times”

Grand Ballroom C

Dr. Ben Bissell and Russ Cherry, Dream Big Consulting

*Change is inevitable but manageable. Learn how to identify the five stages of change and how to guide employees through uncertain times that produce stress. This presentation is designed to help participants learn to discover limits and recognize unique body signals and symptoms in order to overcome negative stress. Never a dull moment! Dr. Bissell and Russ Cherry use humor and story-telling to teach essential information in an engaging and entertaining format.*

### “Business Benefits of Hiring Veterans”

Conference Room 1

Tina Whiting, Veterans Intensive Services Coordinator, MT Dept. of Labor & Industry  
*The benefits of hiring veterans can be intangible and tangible. Increase the company's bottom line by hiring veterans. This presentation will review several of the intangible benefits of hiring veterans, and will go through the nuts and bolts of financial gain by hiring veterans.*

5:00 p.m.—6:00 p.m.

3rd Floor Foyer

**Networking Opportunity** (No Host Bar)

6:00 p.m.—6:30 p.m.

Grand Ballroom A

**MSEC Award Ceremony**

4:40 p.m.—5:00 p.m.

Grand Ballroom A

**Billings Boys Choir**

4:40 p.m.—5:00 p.m.

Grand Ballroom A

**Networking Dinner**

**Menu:** Tossed Wild Green Salad; Cranberry Blue Cheese Pear Salad; Marinated Mushroom Salad; Fresh Fruit and Berry Display; Pecan Sage Caramelized Shallot Rice Pilaf; Roasted Potato Trio; Honey Glazed Baby Carrots; Fresh Steamed Seasonal Vegetable Medley; Grilled Salmon with Flame Roasted Tomato Salsa; Medallions of Pork with Orange Ginger Chutney; Chef's Choice Dessert; Starbucks Coffee; Tazo Tea; and Iced Tea.

## SPEAKERS

**John Klamann, Small Business Administration**—John Klamann is Deputy District Director for the U.S. Small Business Administration, covering the eastern half of Montana out of his Billings office.

**Susan Knedler**—Graduated from MSU- Bozeman in 1969. Most of Susan's background has been in sales and management. She spent 9 years as the Director of the Evelyn Wood Reading Dynamics Institute in Kansas City, Missouri. She was responsible for both sales and instruction. Susan spent three years with Southwestern Bell in sales as a Communication Consultant for both equipment and data lines. She has been with Hi-Heat Industries, Inc. since 1984 as General Manager. Hi-Heat Industries is a custom manufacturer of electric heaters used in industrial applications. Susan is a past Chair of Lewistown JSEC, Past Chair of the Montana Chamber of Commerce and served on the Montana Chamber Foundation,. She currently serves as a Trustee on Montana Chamber Choices and is on the Montana Taxpayers Board. As one of the owners of the company, Susan has the fun challenge of helping the company achieve the next level of growth. Hi-Heat has implemented the management philosophy of the Theory of Constraints and is currently working on implementing employee engagement.



**Patty Nordlund, Community Development Manager, Big Sky Economic Development Authority (EDA)**—Patty Nordlund has been with Big Sky Economic Development since November of 1998. Ms. Nordlund's previous experience includes ten years in fundraising, marketing and alumni/community relations with the Billings Catholic Schools, and positions with the Billings Family YMCA and a consulting engineers firm.

Nordlund, a Billings native, holds an AA in business from MSU-Billings, continuing education certificates in proposal writing, economic development, disaster mitigation, and fundraising, as well as Fitness Leader Certification from the YMCA of the USA. She has served as a board member and president of the Association of Fundraising Professionals (AFP), is a member of the American Association of Grant Professionals (AAGP), and holds membership in the Montana Economic Developers Association (MEDA), International Economic Development Council (IEDC) and the National Association of Workforce Development Professionals (NAWDP). In addition, she participates on the Billings Job Service Employers Committee (JSEC), serving as an Area Representative on the Montana State Employers Council (MSEC).

**Bryan Page, Bureau Chief, Safety & Health Bureau, Dept. of Labor & Industry**—Bryan has a M.S. in Industrial Safety and Health. Before working for the Department of Labor & Industry, he worked as a safety consultant for Montana State Fund and Liberty Northwest. He was also Safety Director for an international construction company.



**Jason Ritchie, Holland & Hart, LLC**—Jason Ritchie is an Associate at Holland & Hart, LLC. He represents clients in a variety of commercial, construction and employment litigation and is a member of Holland & Hart's Government Investigations and White Collar Defense practice group. Specifically, Mr. Ritchie represents and advises clients in several areas, including claims of wrongful discharge, harassment, discrimination, breach of employment contract, response to state and federal investigations and claims arising under the Americans with Disabilities Act, Montana Human Rights Act, Family and Medical Leave Act, and the National

Rehabilitation Act. Mr. Ritchie advises clients on employment matters, and has given a number of seminars on labor and employment related topics. Mr. Ritchie has also represented various commercial clients in contract disputes, real estate litigation, construction disputes, natural resource litigation and environmental litigation.



**Deborah Singer, NorthWestern Energy**—Deborah Singer is Community Relations Manager at NorthWestern Energy in the Billings area and in that capacity works with their largest customers as well as local government, schools and community organizations. She has 31 years in the utility industry and extensive experience in helping businesses save energy through conservation efforts.

## SPEAKERS



**Closing Keynote Speaker—Dan McArthur, InsideOut Impact, Inc.**—Dan McArthur is an Organizational Psychologist who works with a variety of organizations, helping them to deepen their leadership base, strengthen communication and build high performance teams. Dan is a member of the National Speakers and is a Certified Mediation Trainer. He has studied and spoken on the topic of outstanding leadership and has been actively involved in building dynamic teams for the past twenty five years. Dan is known for approaching his topics with refreshing transparency and humor, and is committed to the idea that all lasting change and maximum impact happens from the inside out.



**Russ Cherry, Dream Big Consulting**—Russ Cherry is the founder of Dream Big Consulting. He is a keynote speaker and facilitator, specializing in skills training and team development.



**Ann L. Clancy, PhD, Clancy Consultants, Inc.**—Dr. Clancy is an accomplished coach working with executives, small business owners, professionals, and teams with a focus in strategic and performance related issues. Her expertise is in cultural diversity and community planning. Dr. Clancy is co-author of “*Appreciative Coaching*” and “*The Handbook of Large Group Methods*.”

**Denise Griffin**—Denise M. Giffin, PHR, has been in Human Resource Management for over 20-years, providing general HR services in the areas of performance management, employee relations, organizational development, leadership development, project management, benefits administration, policy design, worker’s compensation, and risk management. Taking the opportunity to return to her home state of Montana a few years ago, Denise is currently the Human Resources Manager with Wood’s Powr-Grip Co., Inc, a manufacturer in Laurel. In addition to Wood’s Powr-Grip, Denise has multi-city/state human resource experience in armored security, airline management, and glass manufacturing across the Pacific Northwest which has provided experience with various federal and state regulating agencies. Throughout her career, Denise has enjoyed being a part of several professional and community programs including Society of Human Resource Management, Chamber of Commerce, South Sound Diversity Council, Toastmasters, Big Brothers and Big Sisters, and the Boy and Girls Scouts of America.

**Kevin Connolly, WorkSafeMT, Dept. of Labor & Industry**—Kevin has over 16 years in the workplace Safety and Health field. He’s worked for private industry, and as a Safety Compliance Officer for Oregon OSHA. He has seen what devastation fatalities and injuries can have on family, friends and co-workers, not to mention business owners.



**Keith Kelly**— Keith was appointed in 2005 by Governor Schweitzer to serve as the Commissioner of the Montana Department of Labor and Industry. Prior to being appointed Commissioner of Labor, Keith served as the Division Administrator for the Unemployment Insurance Division for the Montana Department Of Labor and Industry. Kelly was appointed by President Clinton as Administrator of the Farm Service Agency in Washington D.C.

He was the Director of the Montana Department of Agriculture under former Governor Ted Schwinden, served as the Deputy Secretary of State under former Secretary Mike Cooney and was the Director of the Arizona Department of Agriculture for 7 years under a Republican Governor. Keith served with the Army 101st Airborne Division in Vietnam and was awarded the Bronze Star. He graduated from Red Lodge High School, and received his bachelor's degree in Ag Business and his master's degree in Economics; both at Montana State University. Kelly is married with 4 children and 5 grandchildren.

**Wednesday, May 19, 2010**

**7:00 a.m.—9:00 a.m.**

**3rd Floor Foyer**

**Conference Registration**

**7:00 a.m.—8:00 a.m.**

**Grand Ballroom A**

**Networking (Breakfast Buffet Provided)**

*A complementary breakfast buffet is provided with your registration.*

**Menu:** Seasonal Fresh Fruit Display; Scrambled Eggs with Cheddar Cheese; Breakfast Potatoes O'Brien; Bacon and Sausage Links; Assorted Petite Danish and Muffins Served with Butter and Fresh Fruit Preserves; Chilled Apple, Cranberry, and Orange Juice; Milk; Starbucks Coffee and Tazo Tea.

**8:00 a.m.—8:15 a.m.**

**Grand Ballroom A**

**Announcements**

**8:15 a.m.—9:45 a.m.**

**See Below**

**Concurrent Sessions**

**“5 Key Actions to Bring Out the Best in Your Business”**

**Grand Ballroom B**

Ann Clancy, PhD, Clancy Consulting, Inc.

*This presentation will highlight common small business opportunities and challenges including 5 key thoughts and 5 key actions that business owners should pay strategic attention to. Ann Clancy will share tools and engage participants in interactive activities for each of the 5 strategic planning actions.*

**“WorkSafeMT”**

**Grand Ballroom C**

Kevin Connolly, Dept. of Labor & Industry

*Are you concerned about Montana’s high work comp costs? Learn what WorkSafeMT is doing to change this and what you can do to help. We all ‘own’ the problem and it will take all of us working together to change it.*

**“Small Business Incentives and Small Business Administration Incentives”**

**Conference Room 1**

John Klamann, SBA and Patty Nordlund, Big Sky EDA

*This presentation will discuss the incentives available to small businesses in Montana, as well as the services available through the Small Business Administration.*

**9:45 a.m.—10:00 a.m.**

**3rd Floor Foyer**

**Break**

**Menu:** Sliced Fresh Fruit, Chilled Juice, Milk, Starbucks Coffee, and Tazo Tea.



## Wednesday, May 19, 2010, Continued

10:00 a.m.—11:30 a.m.

See Below

### Concurrent Sessions

#### “5 Key Actions to bring Out the Best in Your Business” continued

Grand Ballroom B

Ann Clancy, PhD, Clancy Consulting, Inc.

#### “Safety Pays”

Grand Ballroom C

Bryan Page, Bureau Chief, Safety & Health Bureau, Dept. of Labor & Industry

*This presentation will cover the ways that safety can be integrated in to the business model to achieve safety and increase profits.*

#### “Employer Panel: Maintaining a Business Edge”

Conference Room 1

- Denise M Giffin, PHR, Wood's Powr-Grip Co., Inc.
- Susan Knedler, Hi-Heat Industries
- Tom Spika, Spika Welding and Manufacturing
- Deborah Singer, Northwestern Energy

*Given the current state of our economy on both local and national levels, it comes as no surprise that businesses everywhere have been forced to make tough choices to ensure their survival. Change is both necessary and inevitable. This presentation is intended to provide employers and business owners real life examples of tools utilized by local businesses to maintain their business edge.*

11:30 a.m.—1:30 p.m.

Downtown Billings

Lunch (on your own)

1:30 p.m.—2:45 p.m.

Grand Ballroom B/C

#### “Core Values Index”

Dan McArthur, InsideOut Impact

*By understanding your core values, you can understand the contributions you prefer to make and the strategies you prefer to use. With the valuable insights you receive from the Core Values Profile™, you can optimize your working, living, and relating. This is an invaluable tool for personal growth and team development. Optimize your workplace with the right people in the right seats!*

2:45 p.m.—3:00 p.m.

3rd Floor Foyer

### Break

**Menu**—Ice Cream Break, Pretzels & Popcorn, Milk, Pop, Starbucks Coffee, and Tazo Tea.

Silent Auction and Raffle close!



## Wednesday, May 19, 2010, continued

3:00 p.m.—4:30 p.m.

Grand Ballroom B/C

### “The 71% Advantage”

Dan McArthur, InsideOut Impact

*Goose Fact: As each goose flaps its wings, it creates an updraft for the geese that follow and by flying in a “V” formation the flock adds 71% greater flying range than if each bird flew alone. Updraft Training leads teams and individuals through the process of becoming more aware of how key dynamic processes of design and decision to embrace values and beliefs that put the 71% to work for individual and teams alike. What is the result? Updraft people who identify, embrace, and live-out values and beliefs that pull people together and make them better.*

4:340 p.m.—5:00 p.m.

All Rooms

### Wrap-up and Reminders

### End of Conference

Thank you, and come again next year!



## SPEAKERS



**Keynote Speaker—Richard Pimentel, PhD, Milt Wright & Associates, Inc.**—Richard Pimentel is one of the nation's leading experts in Job Retention, Public private partnerships, Leadership in a time of change and crises, disability management and accelerated return-to-work programs. He is internationally known as a wonderful humorous storyteller. As a consultant to public and private employers, he has designed a series of creative management systems that have set new standards for productivity improvement and cost savings. A few of his clients include Laidlaw Corporation, Motorola, James River Corporation, The Society of Human Resource Management and the State of Georgia.

Pimentel's outspoken and often entertaining insights into employer-employee relationships and the nonsense of many traditional approaches to improved productivity, mark him as one of the leaders in our evolving field.

**Dr. Ben Bissell**—After earning a bachelor's degree in Psychology, Dr. Ben Bissell earned his doctorate degree with a concentration in the area of Organization and Human Behavior. He continued his postgraduate work at the Medical College of Virginia, where he taught courses on the emotional care of patients and worked with department staffs on how to manage conflict. Dr. Ben Bissell has continued an interest in group dynamics, and he teaches over 150 programs annually to companies, organizations, schools, and hospitals.

Early in his career Ben Bissell served as a counselor at hospitals in Miami, Florida and Richmond, Virginia. He was appointed director of a Virginia counseling center where he developed his professional demeanor, understanding, and empathy for the problems people face in the workplace as well as at home.

Insights from Dr. Bissell's programs have been printed in major magazines and newspapers across the country, including the Wall Street Journal. He has often been interviewed on radio and television shows and answered audience call-in questions. Dr. Ben Bissell's versatility enriches companies, organizations, schools, hospitals, and national conventions.